

12 June 2020

Re: Latest Update on COVID-19

Dear resident representatives and relatives

I am pleased to once again start by advising that we still have no confirmed cases of COVID-19 in any of our residential care homes. We have been fortunate in Australia, that the restrictions that have been imposed by the Government have supported our efforts to prevent COVID-19 entering any of our homes. The relaxing of the restrictions that occurred in the community recently presents Warrigal with a new challenge to ensure our current focus remains, while the risk of transmission within the community increases.

The impact of the larger gatherings and people attending rallies will become more apparent in the coming weeks. It is therefore more important that we remain vigilant with maintaining our current restrictions until the impact of this community contact is understood, in particular, if it leads to an increase in the transmission of the virus. Because of this, the current restrictions will remain in place at least for the next three weeks.

The Safe Visiting Areas continue to be in high demand by families for visiting loved ones, with a number of requests for compassionate visits based on the need to support the care needs of the resident. It is important to remember that if any visit is undertaken inside the home, the current requirement of the NSW Health Order is that you need to provide evidence of having the flu vaccination. It will also be necessary to have your temperature taken, and wear some Personal Protective Equipment, including a face mask when walking through the home.

The survey to obtain feedback from our residents on the current restrictions and areas for improvement has commenced. To date we have had responses from 63 residents, and I am pleased that 100% of them have indicated that they feel safe at Warrigal, while 13% have indicated they would like more connection with families. It is pleasing that while safety has been our focus, 96% of the residents have also indicated that they are satisfied with the current activities being provided.

The Special Care Unit has had all of the modifications completed to ensure that strict infection control protocols can be followed. The staff selected to work in this area will be receiving additional training so that we can commence the trial. As I have indicated previously, we hope that the unit will not be required, but we will continue to prepare that it will be needed. Our preparations include the learnings from the trial, comprising care needs, catering and cleaning.

I will continue to keep you updated regularly and again, thank you for your continued support and understanding. If you have any further enquiries, please call our Customer Relations Information Line on 1800 927 744, now operating seven days a week between 9am to 9pm. You can also email us at warrigal@warrigal.com.au or alternatively for more general COVID19 advice please contact the 24-hour National Coronavirus Health Information Line on 1800 020 080.

Yours Sincerely,

A handwritten signature in black ink, appearing to be 'CS' or similar initials, positioned below the 'Yours Sincerely,' text.

Craig Smith
Executive Leader - Service Integrated Communities